

HealthLink Standard Pre-certification List

Effective January 1, 2011



HealthLink Utilization Management

Toll-free: **877-284-0102**

Fax Number: 800-510-2162

Hours: 8:00 a.m. to 5:00 p.m. CST

Recorded messages after 5:00 p.m. CST

Services Requiring Pre-Certification

Inpatient Services (Medical, Surgical, Behavioral)	
<ul style="list-style-type: none">• Elective Admissions• Emergency Admissions• Hospice• LTAC Admissions	<ul style="list-style-type: none">• Lumbar Spine Surgery• Rehabilitation Facility Admissions• Skilled Nursing Facility Admissions• Transplants
Surgical Procedures - Ambulatory	
<ul style="list-style-type: none">• Cartilage Transplant Knee• Lumbar Spine Surgery• Nasal Septoplasty	<ul style="list-style-type: none">• Rhinoplasty• Sinus Endoscopy• Sleep Apnea Surgery - LAUP/UPPP, Nasal, and Uvulopalatoplasty
Ancillary Services	
<ul style="list-style-type: none">• Home Infusion Services• Home Health Services• Home Hospice	<ul style="list-style-type: none">• Occupational Therapy• Physical Therapy• Speech Therapy
Durable Medical Equipment	
<ul style="list-style-type: none">• Bone Stimulator• Cardio/External Defibrillator• Cochlear Implant• Cooling Devices (i.e. Polar Care)• CPAP/BIPAP• Electric Scooters	<ul style="list-style-type: none">• Limb Prosthetics• Myoelectric prosthetics• Neuromuscular Stimulators• TENS Unit• Wheelchairs (Custom)• Wheelchairs (Power)• Wound Vacs
Diagnostic Imaging - Ambulatory	
<ul style="list-style-type: none">• MRA of the Head and/or Neck• MRI of the Brain	<ul style="list-style-type: none">• MRI of Spine – Cervical, Thoracic, Lumbar, Sacral• PET Scans

HealthLink's Utilization Management program is designed to provide clinical review of medical care to convey information and recommendations to plan administrators and carriers in connection with their determination of benefit eligibility. Medical necessity certification does not guarantee that services are covered. Benefits are subject to the patient's eligibility at the time charges are actually incurred, and to all other terms, conditions and exclusions of the applicable health plan.

Provider tools are available to help facilitate the Pre-Certification review process. These tools include: Fax Forms, Interactive Voice Response (IVR) and online tools to determine the UM vendor. For more information visit www.healthlink.com, from the Provider home page, click on the Utilization Management link.

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